FIRSTCARE Abilene

Survey (CAHPSTM 4.0H) Results

centage who assigned a rating of 6 or lower to their	Percentage who assigned a rating of 7 or 8 to their	Percentage who assigned a rating of 9 or 10 to their	State Average	
where 0 = the w	vorst possible and 10 = t	the best possible		
Health Plan	25% 35%	40%	21% 38	% 41%
Health Care 14	33%	53%	15% 38%	47%
Personal Doctor 12	% 26%	62%	11% 27%	62%
Specialist 13	% 25%	62%	11% 26%	63%
ercentage who said they cometimes or never	Percentage who said they usually	Percentage who said they always	State Average	
Got Needed Care 9%	33%	57%	14% 33%	53%
Got Care Quickly 8%	33%	60%	15% 29%	57%
Had Plans Handle Claims Quickly & Correctly	25%	66%	12% 32%	57%
Got Efficient & Helpful Customer Service	5% 25%	60%	18% 26%	57%
Had Doctors ommunicate Well	20%	74%	8% 22%	70%